

Terms & Conditions – Roller Shutter Solutions

Terms of Payment:

- Unless otherwise agreed in writing, our terms are strictly balance in full on the day of completion. The customer shall not be entitled to make any deductions or set off there from.
- A non-refundable deposit is used to source and secure a specific product to the customer's requirements (bespoke) and the subsequent administration. A non-refundable deposit of 30% will be required for bespoke and made to measure, or non-standard garage doors (rollers or other).
- Roller Shutter Solutions reserve the right to charge interest on overdue accounts at a rate of 2% per month. Any products will remain the property of Roller Shutter Solutions until payment is received in full, this applies even if a 30% deposit has been paid and will be payable on the amount outstanding. If payment is not received, Roller Shutter Solutions, reserves the right to retain the non-refundable 30% deposit.

Paying by Credit Card:

- To offer the very best prices we do not accept payment by credit card. If you would like to pay by credit card, a fee of 2% will applied.

Delayed Dates:

- Roller Shutter Solutions has a good relationship with all its suppliers, and we work closely with them to make sure that goods are delivered on time. However, customers should be aware that any delivery dates specified are approximate date and, as such, Roller Shutter Solutions can not be held responsible for any delays. We endeavour to keep our customers informed as much as possible as to the progress of their order. Any delay does not entitle the customer to reject their order or installation.
- Roller Shutter Solutions will not provide any monetary compensation for any delay by manufacturers or for any other unforeseeable reasons.

Right To Cancel:

- Roller Shutter Solutions will endeavour to install your order as quickly as possible. However, during busy periods delays may occur. If you cancel an order for a standard item no charge will be levied providing that the product has not been specifically ordered for you. If you cancel a bespoke made to order product you will be liable for all associated costs.

Product Materials:

- Manufacture of garage doors may naturally vary slightly in colour. Customer should be aware that some of the materials used by our manufacturers may be affected by the weather of climate, and such will be subject to normal wear and tear.
- As a result of this, painted finished on our products may also be affected by the weather and climate and as such will be subject normal wear and tear and customers should note this fact.
- Garage doors should be adequately maintained by the customers, as advised by our installers. Garage doors should be regularly serviced to keep them in full working order.

Warranty: Limits of Responsibility

- The company warrants in relation to any defect that it will either repair or replace any goods, which are found within a period of 12 months from installation (the warranty period) to be defective. Manufacturer's warranties will come into force in relation to any defects to the electric operators.

Door Maintenance:

- We highly recommend that you implement maintenance advice recommended by our installation teams. A garage door is the biggest moving part on your property and like any other household item it will incur wear and tear. It is constantly exposed to climate changes and consequently will require maintenance.

Site Requirements:

- The company does not accept any responsibility for conditions occurring due to uneven or sloping floors. However, every effort will be made to ensure that water ingress is kept to a minimum.

- Structural modifications are not included in the quotation and will be the customers responsibility. Doors will be installed (true and square) which may highlight sloping walls and floors.

Supply Only:

- Roller Shutter Solutions do not sell garage doors, or parts, on a supply only basis.

Quotations:

- Roller Shutter Solutions will provide a quote with our best price at the outset. Quotes include the cost of removing your old door (unless otherwise stated on the quote form).
- Our quotes do not include the cost of making good brickwork, rendering, pointing, floor or timber work which has been damaged during installation and which is not caused by our negligence in installing the doors.
- If we believe the existing supporting structure is unsuitable to install a new door, we will inform you at the time of survey/quotation. We will not proceed with the quote if the installation is not beneficial to the customer and advice will be offered.
- Customers are required to clear the site to ensure that our installers are able to access the area to fit the new product without risk to property, or injury to our installers. We will not take responsibility for any loss or damage caused to items which are not removed or adequately protected by you.

Insurance Quotes:

- The company reserves the right to charge £45 for quote requested for insurance purposes. This will be refunded on the balance owed and itemised on the final invoice.